

STATE OF TENNESSEE DEPARTMENT OF SAFETY

Tennessee Highway Patrol



TOWING SERVICE STANDARDS MANUAL

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I. Purpose of Regulations:

To establish policy, procedures and regulations for Members of the Tennessee Department of Safety and towing companies concerning towing service standards and to further ensure the safe and efficient removal, storage and safekeeping of any and all vehicles being towed by and placed into custody of such towing companies.

II. Declaration of Policy:

- A. It shall be the policy of the Department of Safety to establish a Tennessee Highway Patrol (THP) Rotating Schedule Towing List, whose participants meet standards prescribed in this Manual. District Wrecker Lieutenants shall have the authority and responsibility to ensure that inspections are performed on all equipment and facilities and to further verify that drivers are qualified before authorizing inclusion on the Rotating Schedule Towing List. Only towing companies passing inspection will be placed on the Rotating Schedule Towing List. Absent owners request for a specific towing company, only those companies whose equipment, drivers, procedures and services conform to the following rules and regulations will be utilized. These measures will ensure the following for the citizens, who use the roads and highways in the State of Tennessee:
 - 1. That the towing company is reputable, reliable, possesses adequate equipment, and qualified employees;
 - 2. That the towing company is properly licensed and insured; and
 - 3. That the towing company charges a fair, equitable, and reasonable rate for services rendered.
- B. It shall further be the policy of this Department to allow any qualified, as determined by this policy, towing company an opportunity to submit an application for inclusion on the THP Rotating Schedule Towing List. By submitting an application for inclusion on the THP Rotating Schedule Towing List, a towing company agrees and understands that the provisions contained in this Manual shall strictly govern its initial and continuing inclusion on the THP Rotating Schedule Towing List.
- C. As inclusion on the THP Rotating Schedule Towing List is voluntary, a towing company may remove its name at any time.
- D. The Department shall periodically review the provisions of this Manual and shall reserve the right to amend, as deemed necessary, any affected part(s). If provisions are amended, notification will be made to all affected personnel.

- E. The Commissioner of Safety shall be the final authority in all policies, procedures and regulations governed by this ***Towing Service Standards Manual*** (hereinafter referred to as “Manual”).

III. Definitions:

- A. Abandoned Vehicle/Motorist Assist Call List - A list of approved towing companies maintained by the Department that the THP calls on a rotating basis for motorist assistance and to tow abandoned vehicles.
- B. Department - Tennessee Department of Safety.
- C. District Wrecker Lieutenant - THP Lieutenant who is the primary administrator of the Towing List and whose primary duties, include but are not limited to, reviewing and approving applications for inclusion on the Towing List, inspecting towing companies' vehicles and equipment, responding to questions concerning the Towing List, investigating complaints from citizens and towing companies and making recommendations to the Commissioner concerning complaint resolutions. In the event the District Wrecker Lieutenant is not available, the above responsibilities shall be the duty of the District Captain or a designee.
- D. Level I Safety Inspection - **North American Standard Inspection** - An inspection that includes examination of driver license, medical examiner's certificate and waiver, if applicable, presence of alcohol and/or drugs, driver's record of duty status as required, hours of service, seat belt usage, vehicle inspection report, brake system, coupling devices, exhaust system, frame, fuel system, turn signals, brake lamps, tail lamps, head lamps, lamps on projecting loads, load securement, steering mechanism, suspension, tires, van and open-top trailer bodies, wheels and rims, windshield wipers, emergency exits on buses and HM requirements.
- E. Level V Safety Inspection - **Vehicle-Only Inspection** - An inspection that includes each of the vehicle inspection items specified under the North American Standard Inspection (Level I), without a driver being present. These inspections can be conducted at any location.
- F. Member of the Department - Any commissioned officer of the Tennessee Department of Safety, including, but not limited to, Troopers, Commissioned Homeland Security Officers, CID Agents, etc.
- G. THP - Tennessee Highway Patrol.
- H. Tennessee Highway Patrol Rotating Schedule Towing List (Hereinafter referred to as “Towing List”) - A list of approved towing companies maintained by the Department that the THP calls on a rotating basis to tow vehicles.

- I. Towing Company - Any person, firm or corporation engaged in the business of offering towing service by use of a tow truck and storage facility that meets the qualifications set forth in this Manual.

IV. Recovery, Towing, and Storage Standards:

- A. Per Tennessee Code Annotated (TCA) 55-16-112, a towing company shall obtain an express written authorization for towing and storage of each vehicle from a law enforcement officer with appropriate jurisdiction or from the owner/owner's authorized agent of the vehicle. A violation of this statute is a Class C misdemeanor. For purposes of compliance with this Section, Members of the THP will complete a Vehicle Tow-In Report/ No Tow Request Liability Release Report (SF-0156) and furnish a copy to the towing company driver any time a vehicle is towed at the request of a Member. Under no circumstances shall Members directly contact towing companies to facilitate towing. ALL requests for towing company services shall be directed through dispatchers. Likewise, THP Members shall not permit other law enforcement agencies to contact towing companies to perform services at a location where the Member is in charge. If another agency contacts a towing company, that agency shall assume responsibility of the scene.
- B. The THP shall call the towing company on a rotating basis from the Towing List in instances where the vehicle's owner, operator or agent does not have a request for a specific towing company.
- C. The owner's request for a specific towing company shall be honored unless:
 1. The requested towing company cannot or does not respond in a reasonable time, as determined by a Member of the Department; or
 2. The vehicle to be towed poses an immediate traffic hazard, as determined by a Member of the Department.
- D. A towing company specifically requested by a vehicle's owner, operator, or agent does not have to be a participant on the THP Towing List and does not have to meet the requirements as specified in this Manual. However, nothing in this Section shall preclude a Member of this Department from taking the appropriate enforcement action(s) against any observed vehicle and/or driver violation from non-participating towing companies.

V. Application Procedures for Inclusion and Retention on the THP Rotating Schedule Towing List:

A. With the exception of Fingerprint Cards, all applications and forms, which need to be completed for inclusion and retention on the Towing List, are contained in this Manual. These forms can also be obtained from the Department of Safety website, <http://www.tennessee.gov/safety/forms/index.htm#CVF>. For initial and renewal applications; **EACH** form must be completed and forwarded to the District Wrecker Lieutenant. Each year thereafter, with the exception of Fingerprint Cards, towing companies desiring to remain on the Towing List shall resubmit **ALL** other forms to the District Wrecker Lieutenant at the time of Annual Inspection. The forms should be updated to reflect current information as it exists at the time of Annual Inspection.

B. Towing Company Requirements:

1. Towing companies shall be a current member of the Tennessee Online Purchasing System (TOPS). It is the towing company's responsibility to obtain the required membership. If the towing company is not a member of TOPS at the time of its application for inclusion on the Towing List or loses its TOPS membership for any reason, its application shall not be approved and/or the towing company shall be removed from the Towing List. Information regarding TOPS membership can be obtained from the Department of General Services website, <http://tennessee.gov/generalserv/purchasing/frequest.htm>. A Bidder's Application Form (GS-1040) must be completed and a copy kept on file by the towing company.

2. Towing Companies shall:

- a. Be licensed and registered to do business in Tennessee;
- b. Employ drivers that are twenty-one (21) years of age or older; except as provided in TCA 55-50-303;
- c. Display a highly visible sign with the towing company's name thereon at the business site of the towing company;
- d. Maintain a minimum of two (2) years of towing/storage records for inspection by the Department upon request;
- e. Ensure that the towing company is independent of any other towing company, e.g., phone number(s), address, business license, and storage facilities, etc. must not be the same as any other towing company;

- f. Display the physical address and primary phone number of the towing company on all invoices and paperwork;
- g. Own the towing equipment used in the performance of its towing services;
- h. Ensure that the towing company's drivers possess a valid driver license.
 - (i) Any driver who operates a class of vehicle which requires a commercial driver license, e.g., vehicles with a GVWR of 26,001 lbs. or more as set forth in TCA 55-50-404, shall possess a current commercial driver license for that class of vehicle.
 - (ii) The requirements of this Section apply to owners of the company who drive towing vehicles as well as employees of the company.
- i. Provide with the Towing Service Application (SF-1112), a Driver/Insurance Qualification Report (SF-1117) listing all employees who will be required, at any time, to drive a towing vehicle.
 - (i) The SF-1117 shall contain the full name, driver license number, and date of birth of each driver.
 - (ii) The SF-1117 shall be updated with each newly hired driver who will drive a towing vehicle and such updated list shall be mailed or hand delivered to the District Wrecker Lieutenant. The SF-1117 will also be updated on an annual basis and provided to the District Wrecker Lieutenant at the time of Annual Inspection.
 - (iii) At the time of initial application and during each Annual Inspection, a driver license check will be performed and, if any driver is found to be revoked, suspended or cancelled, the District Wrecker Lieutenant shall notify the towing company in writing of this discovery. The towing company shall not permit such employee(s) to respond, or drive any towing vehicle, to any service call initiated by the THP, until such time as the employee(s) has satisfied all legal requirements for the reinstatement of the license and the towing company has notified the District Wrecker Lieutenant in writing of such reinstatement.

- j. After the initial driver license check, the towing company shall maintain a driver file for each employee and ensure that the driver license(s) remain valid.
 - (i) This employee driver file shall be available at all times for inspection by the Department.
 - (ii) If a driver is employed by more than one (1) towing company, each towing company shall maintain a driver file on the driver. In these cases, the driver is only required to submit fingerprint information one (1) time. The results can then be provided to all employing tow companies.
- k. Notify the District Wrecker Lieutenant, in writing, of any driver changes or any actions committed by a driver, which would cause that driver's driver license to be suspended, revoked or cancelled.
- l. If any driver of a towing company on the THP Rotating Schedule Towing List is found to be operating a towing vehicle on a revoked, suspended or cancelled license, and the THP District Wrecker Lieutenant has not been notified by the towing company, this shall be considered cause for removal from the Towing List, in addition to charges that may be placed against the driver.
- m. Notify the District Wrecker Lieutenant, in writing, of any misdemeanors or felonies that involve crimes of violence, theft, fraud, sale or distribution of drugs, bodily injury and other crimes of dishonesty committed by its drivers.

- n. At the time of initial application, governed by the provisions of this Manual, fingerprints of all owners and drivers will be furnished to the Tennessee Bureau of Investigations (TBI) in order for a Criminal History Background Check to be conducted. Fingerprints may be placed on standard FBI Applicant Fingerprint Cards or submitted electronically through the use of the Tennessee Applicant Processing Services (TAPS) Program. Fingerprints will not be required to be submitted after the initial Criminal History Background Check through the TBI, unless the towing company is removed from the Towing List, voluntarily or otherwise. In these instances, should the towing company desire to be reinstated to the Towing List, fingerprints for all above persons will be required to be submitted again. Additionally, any time a new driver is hired, his/her fingerprints will be submitted in accordance with the above procedures.
- (i) Fingerprint Cards are blue and white in color and can be obtained at any Sheriff's Department or from the THP District Headquarters. Sheriff's Departments may provide fingerprinting services to individuals. If services are not provided, please visit http://www.tennessee.cogentid.com/TN_MAP/TN_Map.html for alternate locations that provide this service.
 - (ii) If Fingerprint Cards are used, once fingerprints have been taken, the cards are to be mailed to the District Wrecker Lieutenant, along with a certified check or money order made out payable to the Tennessee Bureau of Investigations in the amount prescribed by the TBI. To obtain current prices go to: <http://www.tbi.state.tn.us/Info%20Systems%20Div/taps/Fee%20Change%20Memo1.pdf>.
 - (iii) Upon receipt of an applicant's Fingerprint Cards, the District Wrecker Lieutenant shall log such receipt in the appropriate logbook and forward all applicant Fingerprint Cards to the TBI so that a Background Check can be conducted. Photo copies of these Fingerprint Cards are not to be made or retained.

- (iv) If towing companies' desire to use the TAPS Program to submit fingerprints electronically, please instruct them to go to: http://www.tbi.state.tn.us/divisions/isd_riu_taps.htm and follow the directions. Upon receipt of the results, towing companies are required to submit them to the THP District Wrecker Lieutenant, who will place them in the towing company's file.
- (v) The District Wrecker Lieutenant shall maintain all background check information in the towing company's file. All files are to be placed in a secure area that is not accessible to the public, pursuant to NCIC regulations.
- (vi) In the event that Fingerprint Cards are returned by TBI without being processed, contact should be made with TBI to determine the reason. Once resolved, a notation should be made on the form stating "Resubmission" and the Fingerprint Cards sent back to TBI. In these instances, only one (1) fee is required.

C. Felony Conviction Records:

1. Neither towing company owners nor drivers shall be allowed to participate on the Towing List, if they have been convicted of a felony, which occurs or has occurred after July 1, 1988.
2. If a towing company owner or driver is currently approved as set forth herein and is found to have been convicted of a felony on or after July 1, 1988, the person may request a hearing as set forth in Section XV below, before the Department removes such owner or driver from participating on the Towing List.
3. If the fingerprint background check or other information received by the Department indicates that a towing company owner or driver has been convicted of a felony, which in the Department's determination might affect Public Safety, such owner or driver shall not be approved for the Towing List and so notified, in writing, by the District Wrecker Lieutenant.
 - a. If a towing company owner or driver is convicted of a felony after the date they are placed on the Towing List, the Department shall remove the towing company or driver from the Towing List upon receiving notification of the conviction. Such notification shall be made in writing by the District Wrecker Lieutenant.

VI. Towing Vehicle Requirements:

- A. Applicable towing vehicles, pursuant to TCA 65-15-113, belonging to the towing company that will be placed on the Towing List shall receive a North American Standard (NAS) Level I or V Safety Inspection. Each applicable towing vehicle must pass a Level I or V Safety Inspection before the vehicle will be allowed to participate on the Towing List.
 - 1. Towing vehicles operated in Interstate commerce that have a gross vehicle weight rating or gross combination rating of ten thousand and one pounds (10,001 lbs.) or more and towing vehicles operated in Intrastate commerce that have a gross vehicle weight rating or gross combination rating of twenty-six thousands and one pounds (26,001 lbs.) or more, shall receive a Level I or V Safety Inspection.
 - 2. All other towing vehicles not meeting the qualifications specified in the above preceding Section 1, will be inspected and required to meet the standards established on the Facilities and Equipment Inspection Report (SF-1120).
- B. Towing vehicles failing to pass the Level I or V Safety Inspection must comply with established regulations and the towing company shall repair the towing vehicle and notify the Department in writing **WITHIN** Fifteen (15) Days as prescribed on the Driver/Vehicle Safety Examination Report (SF-1156).
- C. If a towing company is already on the Towing List and wishes to introduce a new or used towing vehicle onto the Towing List, the towing vehicle shall first receive either a NAS Level I or V Safety Inspection for applicable towing vehicles, or pass the standards established on the SF-1120 for all other towing vehicles.
 - 1. An original Company Information Disclosure Form (SF-1119) shall be given to the District Wrecker Lieutenant.
- D. A copy of the most recent Driver/Vehicle Safety Inspection Report (SF-1156) shall be kept in the corresponding towing vehicle and shall be shown at the request of any Member of the Department.
- E. A copy of all Driver/Vehicle Examination Reports must be given to the District Wrecker Lieutenant.
- F. Nothing shall prohibit NAS certified Members of the Department from performing additional inspections at any time violations are observed or discovered.

- G. Should violations meeting the Out-of-Service Criteria be detected, the towing vehicle will be placed Out-of-Service until repairs have been made.
- H. Should a towing vehicle respond to a THP initiated service call with an Out-of-Service violation, the towing company shall not be permitted to perform services and the towing vehicle shall be placed Out-of-Service. At that time, the next scheduled towing company shall be contacted.
- I. Any towing vehicle placed Out-of-Service shall be required to pass an inspection, specific to the class, prior to being returned to service on the Towing List.

VII. Establishment of Class System and Criteria for Each Class of Towing Vehicle:

The following provisions are to become effective July 1, 2008. On that date, all towing vehicles that are not currently on the Towing List must satisfy all requirements, for their class, at the time of application. Towing vehicles that are on the Towing List prior to July 1, 2008 are only exempt from the minimum GVWR (formerly: Classes A & D - 10,000, Class B - 18,000, and Class C - 30,000), and the Under-Reach (Class C Only) provisions, in this Section. All other provisions must be satisfied. Also, any towing vehicle that is removed from the Towing List voluntarily or otherwise, must meet all provisions that became effective July 1, 2008 before being permitted on the Towing List again.

- A. Per TCA 65-15-107, 65-15-109 and 65-15-110, an Intrastate Permit, issued by the Tennessee Department of Revenue, is required for every class of towing vehicle unless the towing company has Interstate authority. For additional information, go to the link below.
<http://state.tn.us/revenue/forms/motorcarrier/intrastateauth.pdf>.
- B. Four (4) distinct towing vehicle classes have been established. Each towing vehicle shall only be listed in one (1) class. The following criteria shall be met for each class for inclusion on the Towing List:
 - 1. Class A: for towing passenger cars, pick-up trucks, small trailers, etc. This classification also includes “wheel lift” type vehicle transporters.
 - a. The towing vehicle chassis shall have a minimum manufacturer’s capacity of 14,000 lbs. or greater GVWR;
 - b. Individual boom capacity of not less than four (4) tons;
 - c. Individual power winch pulling capacity of not less than four (4) tons;

- d. A minimum of one hundred (100) feet of 3/8 inch, or larger, cable on each drum;
 - e. Wheel lift capable of picking up a passenger car or pick-up truck;
 - f. Belt-type cradle tow plate or tow sling to pick up vehicles, and cradle or tow plate to be equipped with safety chain;
 - g. Dollies are suggested, but not required; and
 - h. Wheel lift: towing vehicles possessing equipment capable of lifting the vehicle by the wheels only, with nothing touching the vehicle body.
 - (i) Wheel lift towing vehicles shall meet all Class “A” requirements, excluding the belt-type cradle tow plate or tow sling.
 - (ii) Safety restraint straps (nylon straps with ratchets or the equivalent) shall be provided to secure the towed vehicle’s tires into the wheel lift forks.
2. Class B: for towing medium size trucks, trailers, etc.
- a. The towing vehicle chassis shall have a minimum manufacturer’s capacity of 26,000 lbs. or greater GVWR;
 - b. Boom Specifications:
 - (i) Double Boom: so constructed as to permit splitting, each boom to operate independently or jointly, individual boom capacity of no less than eight (8) tons and individual power winch pulling capacity of not less than eight (8) tons, or
 - (ii) Single Boom: with no less than a sixteen (16) ton capacity and a power winch pulling capacity of no less than sixteen (16) tons.
 - c. Two hundred (200) feet, or more, of 7/16 inch, or larger, cable on each drum; and
 - d. Cradle tow plate or tow sling to pick up vehicle, cradle or tow plate to be equipped with safety chain.

3. Class C: for towing large trucks, road tractors, and trailers.
 - a. The towing vehicle chassis shall have a minimum manufacturer's capacity of 35,000 lbs. or greater GVWR;
 - b. Boom Specifications:
 - (i) Double Boom so constructed as to permit splitting; each boom to operate independently or jointly; individual boom capacity of no less than twelve and one-half (12 ½) tons, or
 - (ii) Single Boom with no less than a twenty-five (25) ton capacity and a power winch pulling capacity of no less than twenty-five (25) tons;
 - c. Two hundred (200) feet, or more, of 9/16 inch, or larger, cable on each drum;
 - d. Airbrakes constructed so as to lock wheels automatically upon failure;
 - e. Only tandem axle trucks with two (2) live drive axles will be accepted as class C; and
 - f. An Under-Reach capable of towing an 80,000 lb. Tractor Trailer combination shall be required on all Class C towing vehicles that are added to the Towing List after July 1, 2008.
4. Class D: Vehicle transporters designed to tow or carry passenger cars, pick-up trucks, small trailer, etc. This classification includes "car carrier" or "rollback" type vehicle transporters.
 - a. Car carrier vehicle transporters:
 - (i) The truck chassis shall have a minimum manufacturer's capacity 14,000 lbs. or greater GVWR;
 - (ii) Lift cylinders:
 - (1) Two (2) with a minimum of three (3) inch bore each, or
 - (2) One (1) with a minimum of five and one-half (5 ½) inch bore,
 - (iii) Individual power winch pulling capacity of not less than four (4) tons;

- (iv) Fifty (50) feet, or more, of 3/8 inch, or larger, cable on winch drum;
- (v) Two (2) safety chains for securing vehicle to carrier bed;
- (vi) Carrier bed shall be a minimum of sixteen (16) feet in length and a minimum of eighty-four (84) inches in width inside side rails;
- (vii) Cab protector, constructed of solid steel or aluminum, that extends to a height of four (4) feet above the floor or to a height at which it blocks the forward movement of the bumper of the vehicle being towed; and
- (viii) Straps with ratcheting capability that provide for the transporting of motorcycles.

- C. Each District Communications Section shall maintain a Towing List for each towing vehicle class (A, B, C, and D).

VIII. Equipment Requirements for Towing Vehicles:

- A. Towing companies shall be responsible for carrying the equipment necessary for removal of glass and other debris from the highway. Per TCA 55-8-170, the driver of the towing vehicle is responsible for the removal of all debris from the highway.
- B. Emergency Equipment:
 - 1. At least one (1) functional, amber-colored, and rotating or strobe type light (LED lights are also permissible) shall be permanently mounted on the top of the towing vehicle. The Department will approve no other color. All emergency flashers and directional lights showing to the front must be amber in color.
 - 2. Sirens on towing vehicles are prohibited.
- C. Additional Required Equipment:
 - 1. At least one (1) heavy-duty push broom;
 - 2. Flood lights mounted at a height sufficient to illuminate the scene at night;
 - 3. One (1) shovel;
 - 4. One (1) axe;

5. One (1) pinch bar, pry bar or crowbar;
 6. One (1) set of bolt cutters;
 7. Minimum of one (1) fully charged 20 lb, or two (2) fully charged 10 lb, fire extinguisher(s) having an Underwriters Laboratory (UL) rating of four (4) A: B: C: or more. The fire extinguisher must be securely mounted on the towing vehicle;
 8. Minimum of one (1) 50 lb bag of a fluid absorption compound;
 9. Three (3) red emergency reflectors; and
 10. One (1) light bar. The towed vehicle must be capable of displaying all lights on the rear of the vehicle, while in tow. When this is not possible, a light bar must be attached to the rearmost vehicle while in tow. The bar must consist of two (2) tail lamps, two (2) stop lamps and two (2) turn signals. All lights on the light bar must be fully operational.
- D. All towing vehicles shall display the towing company's name and address. Such information shall be painted on, or permanently affixed, to both sides of the towing vehicle. All lettering shall be at least three (3) inches high. Magnetic signs are not permitted.

IX. Insurance:

- A. Each towing company assumes the liability for personal injury or property damage resulting from a towing company's employee's intentional or negligent act(s) from the time contact is made with any vehicle to be towed. Each towing company assumes full liability for all items of value in the towed vehicle.
- B. Each towing company shall maintain the following insurance policies for the minimum amounts set forth in this Section. Each policy shall be in the name of the towing company or the towing company's owner, and shall include coverage for towing and storage. The policy(s) shall be valid for at least six (6) months.
1. A certificate of insurance shall be filed with the Department before a towing company is placed on the Towing List. Certificates of insurance must be itemized to indicate amounts of liability, garage keepers, and on-hook coverage. The policy must also disclose all of the towing vehicles that are covered under the policy. Nothing shall preclude a towing company from obtaining coverage in excess of these amounts.

2. For purposes of this policy, the following definitions shall apply:
 - a. Vehicle Liability - Insurance that pays for damages due to bodily injury and property damage to others for which the towing company is responsible.
 - b. Garage Keepers Liability - Insurance that protects a garage keeper against liability for damage to vehicles in his/her care, custody, or control.
 - c. On Hook Coverage - Insurance that will normally pay to repair or replace a vehicle that the towing company did not own if it is damaged by a collision, fire, theft, explosion or vandalism while it is being towed or hauled.
3. Liability coverage must be equal to the minimum amounts below. Insurance coverage may be provided in a single policy or separate split policies. Regardless of the type of policy or policies, the total amount of coverage must equal those amounts listed below, per incident.
 - a. Minimum vehicle liability amounts:

(i)	Class A and D	\$300,000
(ii)	Class B	\$500,000
(iii)	Class C	\$750,000
 - b. Minimum garage keeper's liability policy:

(i)	Class A and D	\$75,000
(ii)	Class B	\$150,000
(iii)	Class C	\$200,000
 - c. Minimum on hook coverage:

(i)	Class A and D	\$75,000
(ii)	Class B	\$150,000
(iii)	Class C	\$200,000

C Insurance Renewal:

1. Towing companies' certificates of insurance for each six (6) months or more coverage shall be submitted to the District Wrecker Lieutenant ten (10) days prior to the expiration of the current certificates of insurance.
2. The owner of the towing company shall notify the District Wrecker Lieutenant in writing, within ten (10) days prior to any change in any certificate of insurance, throughout the annual cycle.

X. Towing Company's Storage Facilities:

- A. Towing companies must be equipped to provide an adequate storage lot or building for proper, safe and secure storage of all vehicles towed at the request of THP.
1. The storage facility shall be located within the towing company's approved zone.
 2. If storage facilities are not adjoined to the towing company, the towing company's storage facility must be identified with a highly visible sign that has the towing company's name, address and phone number thereon. No two (2) or more towing companies will be permitted to share the same storage facility.
 3. The towing company shall be responsible for storing, safekeeping and preventing vandalism of all towed vehicles and their contents.
 4. The towing company's storage facility shall be staffed, or readily available for access, between the hours of 8 a.m. and 5 p.m., Monday through Friday, excluding legal holidays.
 5. Vehicles towed at the request of a Member of the Department shall be stored in an area of the storage facility with security fencing at least six (6) feet in height.
 - a. The Department, at the recommendation of the District Wrecker Lieutenant, may approve alternative security measures if such measures are found to adequately provide security from vandalism and/or theft. Conversely, in the event that incidents of theft and vandalism increase, the District Wrecker Lieutenant shall have the authority to require the towing company to increase security measures.
 6. When a "Hold Order" is placed on a towed vehicle by a Member of the Department, the towed vehicle shall be placed in an area of the storage facility that is not accessible to the general public, until such time that the Department releases the "Hold Order" on the towed vehicle. Ordinarily, the Member that requested the "Hold Order" will be the one to release it. In the requesting Members absence, a THP supervisor or the District Wrecker Lieutenant has the authority to release the "Hold Order". When "Hold Orders" are released, a Release of Vehicle Hold Order Form (SF-1412) will be completed. The original SF-1412 will be given to the towing company official and one (1) copy will be placed in the Trooper's file that originally placed the Hold on the vehicle. A "Hold Order" requires the towing company to limit access to the vehicle to Members of the Department.

7. When no “Hold Order” has been placed on a vehicle, the towing company is permitted to release the vehicle to the owner/designee and/or leinholder upon satisfaction of all fees. Towing companies should require Photo identification to verify the person(s) requesting release.
 8. In no case, shall the Department be responsible for any fee/charge associated with the removal, recovery, towing, or storage of a vehicle.
- B. On a monthly basis, the towing company shall make written notification to the District Wrecker Lieutenant of all vehicles that have been towed at the request of the Department and have been stored by the towing company more than fifteen (15) days.

XI. Annual Inspections:

- A. The District Wrecker Lieutenant shall ensure that a physical inspection of all towing companies’ towing equipment and storage facilities is conducted annually.
- B. Each year, when the Annual Inspection occurs, towing companies shall provide a current and complete file to the District Wrecker Lieutenant containing all drivers, vehicles, insurance policies, and all other documents specified in this Section and Section V that will be required for inspection. Files that are not current, incomplete, or falsified will cause delay or removal from the Towing List. It is the responsibility of the towing company to provide the District Wrecker Lieutenant with this information.
- C. The District Wrecker Lieutenant shall inspect the towing company’s equipment, driver files, proof of insurance, tow and storage rates, and other records necessary to ensure that all requirements of this Manual are being met.
1. Whenever possible, a Member from the Alternative Commercial Enforcement Strategies (ACES) Section shall accompany the District Wrecker Lieutenant in order to review the company’s driver files and provide the company with any additional educational and technical assistance.
 - a. If a Member of the ACES Section is unable to attend the inspection, the District Wrecker Lieutenant shall, at a minimum, provide the company with the appropriate ACES contact name(s) and phone number(s) in their area.
 2. The District Wrecker Lieutenant shall ensure that all applicable towing vehicles and all associated equipment are inspected by a North American Standard (NAS) Level I certified Member of the Department. A copy of the most recent Driver Vehicle Inspection Report (SF-1156) shall be kept in the corresponding towing vehicle and shown at the request of any Member of the Department.

- a. Towing vehicles operated in Interstate commerce that have a gross vehicle weight rating or gross combination rating of ten thousand one pounds (10,001 lbs.) or more and towing vehicles operated in Intrastate commerce that have a gross vehicle weight rating or gross combination rating of twenty-six thousand one pounds (26,001 lbs.) or more shall receive a Level I or Level V Safety Inspection. Vehicles passing this inspection shall receive a Commercial Vehicle Safety Alliance (CVSA) Decal that will be affixed by the Level 1 Certified Member that conducts the inspection. Members shall refer to procedures established by General Order 960 regarding the disbursement, logging and accountability of these decals.
 - b. All other towing vehicles shall receive an inspection that satisfies the standards prescribed on the SF-1120. These vehicles will not qualify or be issued a CVSA Decal.
 3. Current tow and storage rates shall be posted in a conspicuous place at the towing company's office. The towing company shall file a copy of the towing company's current tow and storage rates filed with the District Wrecker Lieutenant.
 4. A chronological record of towed vehicles and the charges billed, as a result of services provided by the towing company pursuant to THP initiated calls, shall be maintained and available for inspection upon request by the Department. Records will be kept for at least a two (2) year period.
 5. The District Wrecker Lieutenant may inspect towing companies at any time during normal business hours.
- D. If a towing vehicle passes the inspection, a towing decal furnished by the Department shall be affixed by the District Wrecker Lieutenant to the passenger side of the windshield or the passenger side door window on the towing vehicle. If applicable, previously issued decals that were issued and affixed shall be removed.
1. District Wrecker Lieutenants shall follow procedures established by General Order 970 regarding the disbursement, logging and accountability of these decals.
 2. A towing vehicle arriving at the scene must have a valid towing decal affixed as set forth herein.
 3. Towing decals will be valid for one (1) year. Additional extensions may be granted only upon written approval of the District Wrecker Lieutenant.

4. Each towing decal will display a number that is unique to the towing vehicle that has passed inspection. Each towing vehicle owned by the towing company will display a different number.
 5. Previously issued and affixed towing decals shall be removed from the towing vehicle at the time of re-inspection. If a towing vehicle is sold, traded or removed from the Towing List, or is otherwise no longer in the possession of the towing company, it is the responsibility of the towing company to remove the decal and notify the District Wrecker Lieutenant, in writing, that the decal and vehicle have been removed from the Towing List.
- E. After the completion of each inspection, the District Wrecker Lieutenant, or in his/her absence, the District Captain or his/her designee shall inform the communications supervisor and the towing company, via e-mail or written letter, whether the towing company will remain, be added to, or deleted from the Towing List.

XII. Call and Notification Procedures:

- A. When a Member of the Department is dispatched to a crash, motorist assist, or any other request for assistance, the Member of the Department, after determining the need, shall contact the dispatcher. The dispatcher will notify the next scheduled towing company to respond, provided that the parties have not already made contact with a towing company of their choice. No towing company, whether or not on the Towing List, shall remove a crashed vehicle from the scene without authorization from a law enforcement agency.
1. If emergency personnel or other emergency services are being performed and the immediate use of a towing vehicle is not required, Members of the Department should request the towing vehicle when all other services have been performed and are completed.
- B. Towing companies shall be available for immediate response twenty-four (24) hours a day, seven (7) days a week.
1. If a towing company fails to respond in a reasonable length of time, as determined by the Member of the Department, the next scheduled towing company will be called and the first called towing company will lose its turn.
 2. If the Department receives a busy signal, the next scheduled towing company will be called and the first called towing company will lose its turn.

3. Towing companies are restricted to a maximum of two (2) telephone numbers on the Towing List. "Call Waiting" and "Call Forwarding" are recommended; however, pagers, answering services, and beepers are not permitted. Cell phones are permitted.
 4. Towing companies shall be given all known information regarding the type of incident and equipment that may be required. A towing company shall answer, "Yes" or "No" when asked if it can respond to the call in a reasonable amount of time.
 5. A towing company shall not refer a call to another towing company or substitute another company's towing vehicle to avoid losing its turn on the Towing List.
 6. A towing company that refuses a call, or fails to respond promptly to a call, may be removed/suspended from the Towing List.
 7. A towing company that fails to answer a call will lose the call. If two (2) calls are missed on the rotation of the Towing List an investigation will be made and the company shall be notified as set forth in Section XV. below.
- C. A Member of the Department shall determine the equipment required to safely tow the vehicle, relay the determination to the dispatcher, and the dispatcher will relay the determination to the next scheduled towing company.
- D. Under no circumstances shall towing companies be permitted to arrive at the scene of a crash without the required equipment and charge for two (2) service calls to get the required equipment to the scene or impede the recovery and removal time of a vehicle without the express approval of the Member of the Department in charge of the scene.
- E. If the first called towing company cannot remove the vehicle and does not have another towing vehicle that can perform the task, the next scheduled towing company will be called and permitted to remove the vehicle and collect storage for the vehicle. Such towing company shall not be paid for responding to the scene. However, if the Member's determination of the class of towing vehicle required to remove the vehicle is incorrect, then the towing company shall be returned to the position of "next scheduled" towing company on the Towing List.
- F. If a towing company desires to be off-duty for more than twenty-four (24) hours, the towing company shall inform the District Wrecker Lieutenant in the District Office to avoid removal from the Towing List. Upon returning to duty, the towing company shall inform the District Wrecker Lieutenant in the District Office and the towing company will be returned to the Towing List.

- G. Ordinarily, only one (1) towing company shall be called to any incident. If additional equipment or recovery vehicles are needed to adequately complete a tow (e.g., tractor-trailer, rollover or difficult auto recovery), the severity of the situation and the estimated response time of additional equipment will be weighed by the Member of the Department at the scene, who will determine if additional assistance or equipment is required. If the towing company requests such assistance for additional equipment, and the Member of the Department grants the request, the Member of the Department shall note it on the Tow/No Tow Report (SF-0156).
- H. When multiple vehicles are involved and multiple towing vehicles are called:
1. The first towing vehicle arriving at the scene will tow the vehicle causing the greatest traffic hazard, which will be determined by the Member of the Department.
 2. If an owner requested towing vehicle arrives first, the towing vehicle will assist in removing vehicles causing the greatest traffic hazard from the roadway. Only then shall the Member of the Department permit the towing vehicle to pick up the requested tow.
 3. If a towing company has two (2) certified towing vehicles, two (2) vehicles may be towed without loss of turn on the Towing List, provided both towing vehicles can respond simultaneously.
 4. In the event of an extreme emergency, the Member of the Department may request the nearest available certified towing vehicle. Should this occur, the Member of the Department shall make a notation on the Tow/No Tow Report (SF-0156) stating the reason(s).
- I. When a tractor and trailer combination becomes disabled and requires assistance:
1. The attached tractor and trailer may be towed to the nearest exit or to a repair or terminal facility within one hundred (100) miles of the place of disablement; or,
 2. The attached tractor and trailer may be towed to the nearest exit and the tractor and trailer shall be separated and towed independently of each other to a repair or terminal facility located more than one hundred (100) miles from the place of disablement; or,

3. The tractor and trailer shall be separated at the place of disablement and towed independently of each other if necessary for the safe removal of the vehicle. This determination shall be made by the Member of the Department after consulting with the towing company.
- J. The brakes of any commercial motor vehicle (CMV) involved in a crash involving personal injury or a fatality must be caged until a CMV Post Crash Certified Member of the Department inspects them and approves their use.
- K. All towing companies are prohibited from “chasing” or “running” crashes or “break-downs”.
1. If a towing company, currently on the Rotating Schedule Towing List, arrives at a scene and has received no call from the THP or from the owner of the vehicle that requires towing, the towing company shall be investigated by the District Wrecker Lieutenant as set forth hereinafter.
 2. No towing company called to the scene by the THP shall solicit business while at the scene.
- L. Towing companies are expressly prohibited from calling THP dispatch to determine their place on the Towing List. The towing company shall direct all administrative questions to the District Wrecker Lieutenant.
- M. The towing of abandoned vehicles and providing roadside assistance to motorists are necessary responsibilities of Members of the Department. After vehicles have remained abandoned for a period of time specified by law, upon request from law enforcement, towing companies will be required to remove these vehicles.
- N. Members of the Department also routinely perform motorist assist functions. When the required assistance exceeds the capabilities of the Member of the Department, a towing company may be called. In order to provide these services, the THP shall maintain a separate Abandoned Vehicle/Motorist Assist Call List for these vehicles.
1. When a towing company is requested to remove or assist one (1) of these vehicles, **it shall not affect its turn on the Towing List.**
 - a. This shall apply only if the towing company responds to the Abandoned Vehicle/Motorist Assist call and does not forfeit or decline the call.

- b. If the towing company fails to respond to more than two (2) Abandoned Vehicle/Motorist Assist calls, the District Wrecker Lieutenant shall investigate as set forth hereinafter.

XIII. Service Procedures and Zone Assignments:

- A. A towing company will be listed only once on each Towing List and only in the name under which it is qualified to conduct business in this state.
- B. In counties where there are multiple zones, a towing company may be listed in each zone only if it has separate storage facilities and equipment located in that zone. The storage facilities and equipment must meet the standards set forth in this Manual.
- C. The Department prohibits a towing company that is conducting business at one (1) location from receiving multiple listings or classifications by using a different or fictitious name for towing vehicles operating from the same location or from different locations within the same zone.
- D. When two (2) or more towing companies are owned by the same individual(s), partnership or Parent Corporation, each towing company may have a separate listing only if each towing company has a distinctly separate storage facility and different business offices. It is prohibited for two (2) or more towing companies, owned in whole or in part by the same individual, partnership or Parent Corporation, to be qualified to operate in the same zone.
- E. Towing companies will not be permitted to take any vehicle towed at the Department's request to any storage lot other than the storage lot provided by the towing company unless otherwise authorized by the investigating Member of the Department.
- F. All towing companies' owners and drivers are expected to know and comply with all applicable federal/state regulations and traffic laws of the State of Tennessee.
- G. A towing company shall not perform repair work on a towed vehicle without the owner's written consent.
- H. A towing company shall transport a towed vehicle to any location requested by the owner/operator after the towing company and the owner/operator have mutually agreed to payment/payment terms for the services rendered by the towing company.

- I. Personal property or cargo contained in towed vehicles must be released to the owner/designee upon their request, unless the Member of the Department orders otherwise. Personal property is defined as anything not physically attached or mounted to the towed vehicle. Such items may include, but, shall not be limited to, clothing articles, tools, CD's, personal items contained in glove boxes or consoles, etc. The towing company shall not charge for releasing personal property or cargo during normal business hours.
- J. Any time personal property, cargo, or a vehicle, which has previously been towed, is released to the owner/designee by the towing company, the date and time of release will be noted on the original bill/receipt and a copy shall be kept on file at the towing company's storage facility.
- K. Anytime a vehicle or personal property is released, towing companies shall require Photo identification to verify the person(s) requesting release.
- L. Towing company drivers/employees shall not wear exposed firearms at any scene while in the performance of their duties. While those drivers/employees possessing a valid Handgun Carry Permit are allowed to legally carry a firearm, such firearms should be secured in the towing vehicle and not accessible to the public.

XIV. Towing and Storage Rates and Liability for Payment:

- A. The Department shall not establish towing rates. However, towing rates shall be competitive with the towing rates of certified towing companies in the same zone. Rates must be reasonable, fair and equitable to all persons whose vehicles are towed at the request of the Department.
- B. Towing and Storage Rate Guidelines:
 - 1. A towing company shall begin charging its towing rate upon arrival "at scene", unless called out-of-zone; then the towing company shall begin charging its towing rate at the time it is called by the THP dispatcher.
 - 2. Storage rates begin twenty-four (24) hours after a vehicle is towed.
 - 3. Towing companies that happen upon a scene where their services are required shall assist without charge when the roadway is blocked or there is an immediate safety risk.
 - 4. There will be no charge for "hook up".
 - 5. When towing vehicles are required to wait at the scene for functions to be performed by other emergency personnel, a rate of one-half (1/2) of the normal hourly winching rate shall be charged by the towing company. This rate shall not be exceeded.

6. There shall be no charge for a normal highway clean up. A normal cleanup includes, but is not limited to, removal of glass, vehicle body parts, vehicle fluids, etc. Cleanups requiring additional/specialized equipment and/or resources, such as diesel spills, Haz-mat, etc. will result in additional charges being levied against the liable party(s) by the towing companies and/or other state regulatory agencies.
7. There shall be no charge for certain types of equipment, e.g., dollies and fire extinguishers.
8. Rates for unloading/loading of cargo will be assessed to the nearest quarter (1/4) hour.
9. An assisting towing company's rates will be the same or less than the rates of the towing company that requested the assistance.
10. If the off-loading of cargo is required, each towing company providing these services shall list the names, home addresses, and telephone numbers of each person hired to off-load cargo. This list shall be provided to the District Wrecker Lieutenant upon request.
11. An itemized invoice shall be prepared for all charges over one thousand dollars (\$1,000). A copy of the invoice shall be given to the owner/designee, and a copy shall be kept on file with the towing company.

C. Liability for Payment of Fees/Charges for, or Associated with, the Removal, Recovery, Towing or Storage of Vehicles:

1. There are many reasons that may cause a vehicle to be towed by a Member of the Department. Each vehicle towed will incur expenses associated with its removal by a towing company. For purposes of inclusion on the THP Rotating Schedule Towing List, towing companies must agree to the following regulations regarding the payment of removal, recovery, towing or storage of vehicles:
 - a. The Department shall not be responsible for any fee/charge associated with the removal, recovery, towing, or storage of a vehicle except in cases where the vehicle is seized.
 - b. In seizure cases, the Department will only pay storage up to the amount that would be obtained from auctioning or selling the vehicle.

XV. Complaints, Investigations and District Captain's Determination:

- A. A towing company that violates any part of this Manual may be removed permanently or suspended from participating on the Towing List for a period of time to be determined by the Department.
- B. If the Department becomes aware of any violation of the provisions of this Manual, the District Wrecker Lieutenant shall investigate the alleged violation as set forth herein.
- C. The owner of a vehicle towed by a towing company may file a written complaint to the District Captain/designee having jurisdiction in the area where the vehicle was towed if the owner believes that:
 - 1. The towing company towed a vehicle without the owner's or law enforcement's authorization; and/or
 - 2. Charged an excessive towing/storage/other services rate; and/or
 - 3. Violated any part of this Manual.
- D. All complaints filed pursuant to this Section shall contain:
 - 1. The name of the complainant;
 - 2. The complainant's address;
 - 3. The complainant's phone number(s) and e-mail address (if available);
 - 4. The time(s) and manner(s) in which the complainant may be contacted;
 - 5. The name of the towing company;
 - 6. The cause(s) of the complaint;
 - 7. Copies of any documents received from or correspondence with the towing company;
 - 8. The names and phone numbers of any witnesses; and
 - 9. Any other facts that may assist the Department in investigating the complaint.
- E. The District Wrecker Lieutenant shall conduct an investigation and shall make an investigatory report with supporting documentation to the District Captain.

- F. The District Captain shall review the investigatory report and supporting documentation and shall render a decision. A copy of the complaint, investigative reports, and the decision will be forwarded to the Field Bureau Lieutenant Colonel's Office.
- G. If the investigation reveals that the towing company towed the vehicle without the proper authorization and/or charged excessive rates, the District Captain shall resolve the matter by:
 - 1. Ordering the towing company to promptly reimburse the complainant any monies paid; or
 - 2. Ordering the towing company to release the vehicle with no charge or for an amount determined by the District Captain.
- H. In addition to the action taken in Paragraph F, any valid complaint shall result in the towing company's suspension/removal from the Towing List for a period of time determined by the District Captain. The towing company shall be notified, in writing by certified mail, by the District Captain.
- I. The District Captain shall notify the complainant and the towing company, in writing by certified mail, of the District Captain's determination. Both the complainant and the towing company may appeal from the District Captain's determination by using the procedures set forth in Section XVI of this Manual.
- J. Two (2) or more sustained complaints against a towing company shall result in the removal of the towing company from the Towing List for a period of time, including permanent removal, determined by the District Captain. The towing company shall be notified of the removal, in writing, by the District Captain.

XVI. Appeal of District Captain's Determination:

- A. When a complainant or towing company wishes to file an appeal from the District Captain's determination, the complainant or towing company shall:
 - 1. File a written notice of appeal entitled "Notice of Appeal from the District Captain's Determination" with the District Captain within ten (10) days from receipt of the District Captain's determination;
 - 2. State in the "Notice of Appeal from the District Captain's determination" the reasons the Complainant or towing company believes that the Department should or should not take the action set forth in the District Captain's determination; and
 - 3. State whether or not the complainant or towing company requests a hearing before the District Captain.

- B. If the towing company or complainant requests a hearing, the District Captain shall schedule the hearing to be held within thirty (30) days of such request, if practicable. The District Captain shall notify both parties in writing by certified mail of the date of the hearing.
- C. During the hearing, the District Captain shall accept documentary proof submitted by either party and hear the testimony of witnesses, if any.
- D. The hearings shall be transcribed or tape recorded.
- F. The rules of evidence shall not apply to these hearings.
- G. At the conclusion of the hearing, the District Captain shall take the matter under advisement and render a written "Final District Captain's determination" within fifteen (15) working days of the date of the hearing.
- H. In the event either party wishes to appeal the Final District Captain's determination, they shall file a written appeal with the Field Operations Bureau Lieutenant Colonel within fifteen (15) days of the date of the Final District Captain's determination.
- I. The Field Operations Bureau Lieutenant Colonel, acting as the Commissioner's designee, shall review the Final District Captain's determination.
 - 1. Such review shall be solely on the record compiled by the District Wrecker Lieutenant and the District Captain, which shall include the District Wrecker Lieutenant's investigatory report, the transcript of the hearing, and any documentation submitted during the hearing.
 - 2. The Lieutenant Colonel shall review the record and render a written decision in thirty (30) working days.
 - 3. Such decision will be the final decision of the Department.
- J. Any party wishing to appeal the Field Operations Bureau Lieutenant Colonel's decision shall have sixty (60) days from the date of the decision to file a Petition for Review in the Chancery Court of Davidson County, pursuant to TCA 4-5-322.
- K. This policy shall not be construed in any way to conflict with state law.

XVII. Record Keeping and Audit Procedures:

- A. District Wrecker Lieutenants are responsible for maintaining complete and accurate files on each towing company within their respective Districts.
 - 1. District Wrecker Lieutenants will maintain files on each towing company for a three (3) year period.

- B. Internal Audit and/or CALEA will periodically inspect or ask for proofs of compliance to the provisions contained in this Manual.
- C. Upon inspection, at a minimum, the following documents will be contained in each towing company file:
 - 1. Bidders Application Form (GS-1040);
 - 2. Towing Service Application Form (SF-1112);
 - 3. Driver/Insurance Qualification Form (SF-1117);
 - 4. Tow/Storage Rate Disclosure Form (SF-1118);
 - 5. Company Information Disclosure Form (SF-1119);
 - 6. Copy of Current Insurance Policy;
 - 7. Facilities and Equipment Inspection Report (SF-1120);
 - 8. Criminal History Background Reports for all owner(s) and driver(s);
 - 9. Copies of Driver/Vehicle Safety Inspection Reports (SF-1156) for all towing vehicles and drivers;
 - 10. Copy of Intrastate Authority Permit;
 - 11. Copies of all correspondence received from the towing company;
 - 12. Copies of all correspondence sent to the towing company;
 - 13. Copies of all complaints received and decisions rendered ; and,
 - 14. Any other correspondence directly relating to the towing company.
- D. Internal Audit has the responsibility of providing Research, Planning and Development (RPD) with recommendations to improve any areas with significant deficiencies. Upon receipt of recommendations, the appropriate modifications will be made, if necessary, and all District Wrecker Lieutenants will be provided with this information.
- E. District Wrecker Lieutenants will keep RPD apprised of any court decisions, law changes or other problems encountered with the enforcement of the provisions of this Manual. If it becomes necessary to amend or modify existing provisions, only those affected Sections will be changed. Upon completion, RPD will distribute the amendments to all District Wrecker Lieutenants.

T.H.P. DISTRICTS BY COUNTY

DISTRICT 1 - KNOXVILLE

Tennessee Highway Patrol
7601 Kingston Pike
Knoxville, TN 37919
(865) 594-5800

<i>Anderson</i>	<i>Morgan</i>
<i>Blount</i>	<i>Roane</i>
<i>Campbell</i>	<i>Scott</i>
<i>Knox</i>	<i>Sevier</i>
<i>Loudon</i>	<i>Union</i>
<i>Monroe</i>	

DISTRICT 2 - CHATTANOOGA

Tennessee Highway Patrol
4120 Cummings Highway
Chattanooga, TN 37419
(423) 634-6890

<i>Bledsoe</i>	
<i>Bradley</i>	<i>McMinn</i>
<i>Coffee</i>	<i>Meigs</i>
<i>Franklin</i>	<i>Polk</i>
<i>Grundy</i>	<i>Rhea</i>
<i>Hamilton</i>	<i>Sequatchie</i>
<i>Marion</i>	

DISTRICT 3 - NASHVILLE

Tennessee Highway Patrol
1603 Murfreesboro Road
Nashville, TN 37217
(615) 741-3181

<i>Cheatham</i>	<i>Robertson</i>
<i>Davidson</i>	<i>Rutherford</i>
<i>Dickson</i>	<i>Stewart</i>
<i>Houston</i>	<i>Sumner</i>
<i>Humphreys</i>	<i>Williamson</i>
<i>Montgomery</i>	<i>Wilson</i>

DISTRICT 4 - MEMPHIS

Tennessee Highway Patrol
6348 Summer Avenue
Memphis, TN 38134
(901) 543-6256

<i>Crockett</i>	<i>Lake</i>
<i>Dyer</i>	<i>Lauderdale</i>
<i>Fayette</i>	<i>Obion</i>
<i>Hardeman</i>	<i>Shelby</i>
<i>Haywood</i>	<i>Tipton</i>

DISTRICT 5 - FALL BRANCH

Tennessee Highway Patrol
P.O. Box 186
Fall Branch, TN 37656
(423) 348-6144

<i>Carter</i>	<i>Hawkins</i>
<i>Claiborne</i>	<i>Jefferson</i>
<i>Cocke</i>	<i>Johnson</i>
<i>Grainger</i>	<i>Sullivan</i>
<i>Greene</i>	<i>Unicoi</i>
<i>Hamblen</i>	<i>Washington</i>
<i>Hancock</i>	

DISTRICT 6 - COOKEVILLE

Tennessee Highway Patrol
1291 South Walnut Avenue
Cookeville, TN 38501
(931) 526-6143

<i>Cannon</i>	<i>Pickett</i>
<i>Clay</i>	<i>Putnam</i>
<i>Cumberland</i>	<i>Smith</i>
<i>DeKalb</i>	<i>Trousdale</i>
<i>Fentress</i>	<i>Van Buren</i>
<i>Jackson</i>	<i>Warren</i>
<i>Macon</i>	<i>White</i>
<i>Overton</i>	

DISTRICT 7 - LAWRENCEBURG

Tennessee Highway Patrol
1209 N. Locust Avenue
Lawrenceburg, TN 38464
(931) 766-1464

<i>Bedford</i>	<i>Marshall</i>
<i>Giles</i>	<i>Maurry</i>
<i>Hickman</i>	<i>Moore</i>
<i>Lawrence</i>	<i>Perry</i>
<i>Lewis</i>	<i>Wayne</i>
<i>Lincoln</i>	

DISTRICT 8 - JACKSON

Tennessee Highway Patrol
20 Vann Drive
Jackson, TN 38305
(731) 423-6635

<i>Benton</i>	<i>Henderson</i>
<i>Carroll</i>	<i>Henry</i>
<i>Chester</i>	<i>Madison</i>
<i>Decatur</i>	<i>McNairy</i>
<i>Gibson</i>	<i>Weakley</i>
<i>Hardin</i>	

Tennessee Highway Patrol

District Map by County

District 3
Nashville

District 6
Cookeville

District 5
Fall Branch

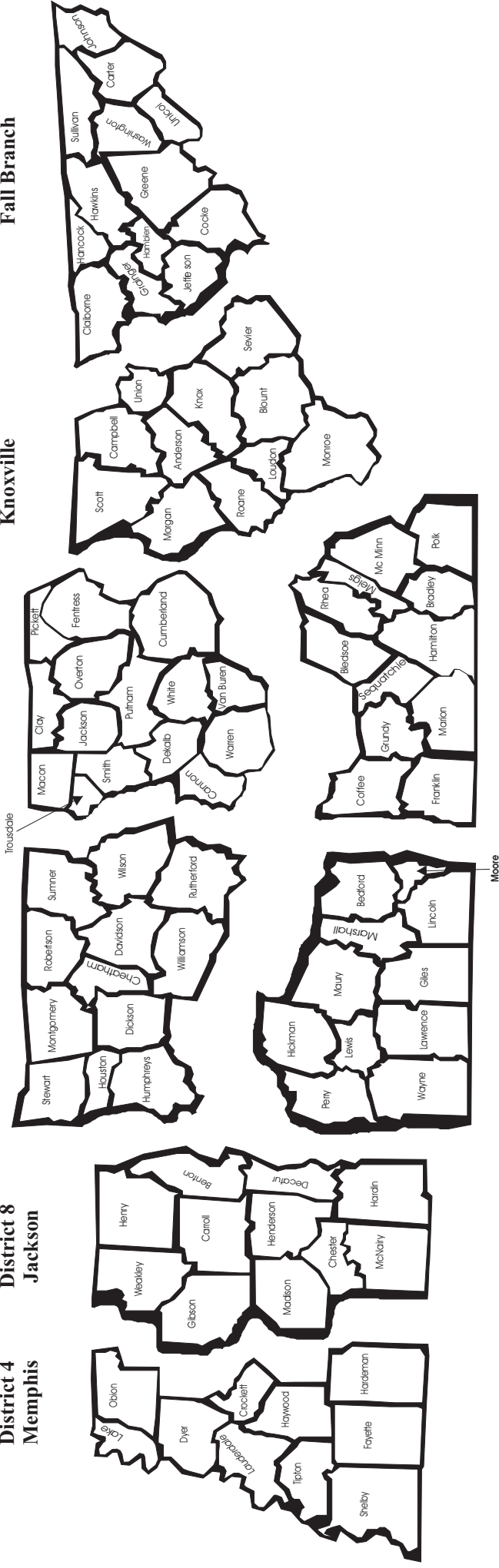
District 1
Knoxville

District 4
Memphis

District 8
Jackson

District 7
Lawrenceburg

District 2
Chattanooga



INFORMATION FOR COMPLETING FORMS:

- I. After thoroughly reading this manual, towing firms choosing to participate may do so by completing and submitting the following applications and forms to the District Wrecker Lieutenant in their respective Districts. It is suggested that the company maintain copies of all original forms.
 - A. Tennessee Highway Patrol Towing Service Application
 - B. Company Information Disclosure Form
 1. Disclose registered business name of company.
 2. List ALL tow trucks that are to be considered for inspection. This will enable the inspector to be adequately prepared beforehand to perform equipment and facility inspections as quickly as possible.
 - C. Tennessee Criminal History Background Check
 1. All owners and drivers must furnish fingerprints to the Tennessee Bureau of Investigations (TBI) in order for a Criminal History Background Check to be conducted.
 2. Fingerprint Cards are blue and white in color and can be obtained at any Sheriff's Department or from the THP District Headquarters. Sheriff's Departments may provide fingerprinting services to individuals. If services are not provided, please visit: http://www.tennessee.cogentid.com/TN_MAP/TN_Map.html for alternate locations that provide this service.
 3. Fingerprints may be placed on standard FBI Applicant Fingerprint Cards or submitted electronically through the use of the Tennessee Applicant Processing Services (TAPS) Program.
 - a. If Fingerprint Cards are used, once fingerprints have been taken, the cards are to be mailed to the District Wrecker Lieutenant, along with a certified check or money order made out payable to the Tennessee Bureau of Investigations in the amount prescribed by the TBI. To obtain current prices go to <http://www.tbi.state.tn.us/Info%20Systems%20Div/taps/Fee%20Change%20Memo1.pdf>.
 - b. Upon receipt of an applicant's Fingerprint Card, the District Wrecker Lieutenant shall log such receipt in the appropriate logbook and forward all applicant Fingerprint Cards to the TBI in order that a Background Check can be conducted.
 - c. If the TAPS Program is used to submit fingerprints electronically, please go to: http://www.tbi.state.tn.us/divisions/isd_riu_taps.htm and follow the directions.

D. Driver/Insurance Qualification Form

1. Attach copies of current insurance certificates to this form.
2. Driver history and background checks will be conducted prior to physical inspection of equipment and facility. Any discovery of ineligible drivers will be noted and the company will be advised of that fact.

E. Vendor Registration Form/Bidders Application

1. Mail original application to:

Department of General Services
Division of Purchasing
C2-211 Central Services Building
Nashville, TN 37243-1340
2. Mail a copy of the original with all other applications and forms to the Tennessee Highway Patrol Headquarters, within the company's District.

F. Tow/Storage Rates Disclosure Form

1. Complete for each Tow Truck Class.
2. Attach supplement, which includes rates for other services provided, if applicable.

G. After receiving all applications and forms as indicated above, the District Wrecker Lieutenant will review all information. Once all information is determined to be satisfactory, the District Wrecker Lieutenant will contact the company to schedule an inspection time and date. The Department of Safety reserves the right to set policy and administer the guidelines contained in this manual.

II. Towing firms choosing to no longer participate, remove a specific Tow Truck Class or remove a specific tow truck may do so by completing and submitting the following form to the District Wrecker Lieutenant in their respective Districts. As previously stated, it is suggested that the company maintains copies of all original forms.

A. Towing List Removal Form

1. Identify registered business name and owner information.
2. Check if the company is to be removed from the THP Call List.
3. Check ALL Classes of tow trucks that are to be removed from the THP Call List.
4. List ALL tow trucks that are to be removed from the THP Call List.



**STATE OF TENNESSEE
DEPARTMENT OF SAFETY**

Towing Service Application for THP Call List

Date of Application: _____

TO: CAPTAIN

DISTRICT

ADDRESS

Dear Captain:

I, _____, submit this, my
(Name of Owner)
formal request, as owner or proprietor of _____
(Towing Service)

and do hereby request to be included on the Tennessee Highway Patrol's Rotating Towing Service call list.

I further attest that I have read, understand and will comply with all provisions governing the use of towing services as contained in the Tennessee Department of Safety's *Towing Service Standards Manual* while performing services requested by the members of the Tennessee Department of Safety.

I do solemnly swear/affirm that all statements made in connection with this application are true to the best of my knowledge.

Respectfully submitted,

Name of Towing Service

Signature of Owner

Date



STATE OF TENNESSEE
DEPARTMENT OF SAFETY

Company Information Disclosure

The following information is being submitted for review:

A. NAME OF TOWING SERVICE:

Address: _____ Company Phone Number: _____
Name of Owner: _____ D.L. Number: _____
Address: _____ Home Phone Number: _____

B. WHERE LICENSED TO DO BUSINESS:

Name of City: _____ and/or County: _____
Business License Number: _____

C. LOCATION OF TOW TRUCKS:

Name of City: _____ and/or County: _____
Business License Number: _____

D. LOCATION OF STORAGE FACILITIES:

Address: _____ Phone Number: _____
Distance from business location: _____
Address: _____ Phone Number: _____
Distance from business location: _____

E. IS STORAGE FACILITY STAFFED 8 A.M. – 5 P.M.? ☐ Yes ☐ No

F. TYPE OF STORAGE PROVIDED: ☐ Inside ☐ Outside

G. The following is a complete listing of all the tow trucks to be inspected and considered for use by the Tennessee Highway Patrol:

TOW TRUCKS REGISTERED OR OWNED BY THE COMPANY				
CLASS	YEAR	MAKE	PLATE NUMBER	VIN
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				

Signature of Owner

Date

*Use additional sheets if necessary



STATE OF TENNESSEE
DEPARTMENT OF SAFETY

Driver/Insurance Qualification

I, being owner or proprietor of _____
Towing service do hereby submit this listing of all personnel who are employed by this company and will at any time be required to drive a tow truck or perform emergency roadside assistance as directed by members of the Tennessee Department of Safety. I further authorize the Tennessee Department of Safety to conduct a driver license and criminal history check on the personnel as authorized and in compliance with regulations established by the *Towing Service Standards Manual*.

PERSONNEL EMPLOYED BY COMPANY TO DRIVE TOW TRUCKS (Including Owners)					
NAME	D.O.B.	DRIVER LICENSE NUMBER	CLASS	VALID	N.C.I.C CHECK ACCEPTABLE
1.				<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO
2.				<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO
3.				<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO
4.				<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO
5.				<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO
6.				<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO
7.				<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO
8.				<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO
9.				<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO
10.				<input type="checkbox"/> YES <input type="checkbox"/> NO	<input type="checkbox"/> YES <input type="checkbox"/> NO

As further directed by regulations I am submitting the following insurance information for review:

Name of insurance company carrying vehicle liability _____

Name of insurance company carrying garage keepers liability _____

Name of insurance company carrying "on-hook" liability _____

INSURANCE LIABILITY INFORMATION	Agent's Name	Telephone Number	Policy Number	Amount	Expiration Date
Vehicle liability					
Garage keepers liability					
On-hook liability					

I hereby certify and attest that all vehicles that will be used by members of the Tennessee Department of Safety meet the minimum insurance requirements established in the *Towing Service Standards Manual*, which are:

CLASS	VEHICLE LIABILITY	GARAGE KEEPERS LIABILITY	"ON-HOOK" LIABILITY
Class A & D	\$300,000 per accident	\$75,000	\$75,000
Class B	\$500,000 per accident	\$150,000	\$150,000
Class C	\$750,000 per accident	\$200,000	\$200,000

Signature of Owner

Date

I have also attached copies of current insurance certificates to be kept on file with the Tennessee Department of Safety.

*Use additional sheets if necessary



VENDOR REGISTRATION
State of Tennessee
Department of General Services
William R. Snodgrass TN Tower 3rd Floor
312 Eighth Avenue North
Nashville, Tennessee 37243
Office No. 615-741-1035 Fax No. 615-741-0684
www.tennessee.gov/generalserv/purchasing

When answers require additional space, use plain white paper. Please answer all questions as completely as possible. It is important that you respond to all questions. You must include all attachments requested. Please Note: if required support documents are not included, the processing of the registration form will be delayed. Refer to Instructions BEFORE SUBMITTING.

1. FEDERAL IDENTIFICATION NUMBER: Please enter either your Federal Employer Identification Number or Social Security Number.

Check Only One

☐ FEIN

☐ SSN

Number: _____

SECTION I: GENERAL BUSINESS INFORMATION

2. COMPANY NAME:

3. COMPANY ADDRESS: Please enter all information for the primary location of this business. Please Do Not enter a P.O. Box.

_____		3.1 Address to which Solicitations are to be mailed:	
(Address)		_____	
_____		(Address or P.O. Box)	
(County Code)		_____	
_____		(Suite or Office) _____ (County) _____	
(Suite or Office)		_____	
_____		(City) _____ (State) _____ (Zip) _____ (Zip +4) _____	
(City) _____ (State) _____ (Zip) _____ (Zip +4) _____		3.2 Address to which Payments are to be mailed:	
Telephone Number (____) _____ - _____ X _____		_____	
Fax Number (____) _____ - _____ X _____		(Address or P.O. Box)	
Email _____		_____	
Website _____		(Suite or Office) _____ (County) _____	

		(City) _____ (State) _____ (Zip) _____ (Zip +4) _____	

4. COMPANY CONTACT: Please enter all information for the individual who will be the primary contact for your business with our office.

_____		_____	
(Last Name, First Name & Middle Initial)		(Title)	
Telephone Number: (____) _____ - _____ X _____ Mobile Number: (____) _____ - _____ X _____ Email: _____			
4.1 Person(s) Authorized to sign Bids/Proposals (Type or print)			
1. _____			
(Name)		(Email address)	(Title)
2. _____			
(Name)		(Email address)	(Title)
3. _____			
(Name)		(Email address)	(Title)

SECTION II: BUSINESS ASSESSMENT / NEEDS ANALYSIS

5. PRIMARY LOCATION OF BUSINESS: Please submit a copy of the following document:

☐ Business license, if applicable.

6. BUSINESS HISTORY:

- a. Date business established _____ If less than 2 years, please submit resume.
(MM/DD/YYYY)
- b. Has there been a change in ownership within the last 2 years?
☐ Yes ☐ No
- c. If yes, previous firm name and owner

- d. Was business acquired? ☐ Yes ☐ No
- e. If Yes, date acquired _____

7. TYPE OF BUSINESS ACTIVITY: Select one only.

- | | |
|--|---|
| <input type="checkbox"/> Agriculture, Forestry or Fishing | <input type="checkbox"/> Medical/Healthcare |
| <input type="checkbox"/> Architectural/Design/Engineering | <input type="checkbox"/> Mining |
| <input type="checkbox"/> Construction Services | <input type="checkbox"/> Retail Trade |
| <input type="checkbox"/> Finance, Insurance & Real Estate | <input type="checkbox"/> Service Industry |
| <input type="checkbox"/> Information Systems/Technology | <input type="checkbox"/> Transportation, Commerce & Utilities |
| <input type="checkbox"/> Manufacturing | <input type="checkbox"/> Wholesale Trade |
| <input type="checkbox"/> Marketing/Communications/
Public Relations | <input type="checkbox"/> Other |

8. WORKFORCE:

a. Number of full-time employees _____

10. GROSS ANNUAL RECEIPTS: *Last tax year. Please circle one:*

(a) \$0 - \$500,000	(b) \$500,001 - \$750,000
(c) 750,001 - \$1,000,000	(d) \$1,000,001 - \$2,000,000
(e) Over \$2,000,000	

(a) \$0 - \$500,000 (b) \$500,001 - \$750,000
(c) 750,001 - \$1,000,000 (d) \$1,000,001 - \$2,000,000
(e) Over \$2,000,000

City _____ State _____ Number _____
 Expiration Date _____ Limit: _____
 Type of Work _____

Has a performance penalty ever been assessed against you?

12. OWNERSHIP ETHNICITY: *Check one only.*

- ☐ African American ☐ Hispanic American
- ☐ Native American ☐ Asian American
- ☐ Caucasian ☐ Other

[illegible]

☐ If not registering as a Minority, Woman or Small Business Enterprise, please check this box and skip to number 27.

14. LEGAL STRUCTURE OF THE BUSINESS: Please refer to registration instructions and submit documentation requested applicable to your business' legal structure.

- ☐ Sole proprietorship/Individual ☐ Partnership ☐ LLC
☐ Corporation type _____ (S or C) ☐ Non-Profit
☐ Other (explain) _____

If Incorporated:

- ☐ State of incorporation _____
Date of incorporation _____
☐ Government
☐ State authorization to transact business (Applies to out of state businesses doing business in the state of Tennessee ONLY)

15. KEY PERSONNEL: Provide names and titles.

- a. _____
b. _____
c. _____

16. INSURANCE INFORMATION: Please check the type of insurance carried by your business.

- ☐ General Liability ☐ Automotive
☐ Workman Comp ☐ Professional Liability
☐ Other _____

17. INSURANCE COMPANY: If applicable for your business, list the company name, address, telephone number and name of a contact person for your insurance carrier. Provide copy of current certificate.

(Company Name)

(Suite or Office)

(Address)

(City) _____ (State) _____ (Zip) _____ (Zip+4)
Telephone Number (_____) _____ - _____ X _____
Contact Name _____
(Last Name, First Name & Middle Initial)

18. BONDING COMPANY: If applicable for your business, list the company name, address, telephone number and name of a contact person for your bonding company.

(Company Name)

(Suite or Office)

(Address)

(City) _____ (State) _____ (Zip) _____ (Zip+4)
Telephone Number (_____) _____ - _____ X _____
Contact Name _____
(Last Name, First Name & Middle Initial)

19. BONDING INFORMATION: If applicable for your business, please enter your bonding limits per job, your total bonding amount, your bonding rate and your bid amount limit.

Bonding Limits Per Job \$ _____ Total \$ _____ Bonding Rate \$ _____ Bid Amount Limit \$ _____

20. DIVERSITY PROJECT INFORMATION: List the name of the major projects, dollar value and year that you participated as a diversity business (minority or woman-owned or small business).

- a. _____ \$ _____ Year _____
b. _____ \$ _____ Year _____
c. _____ \$ _____ Year _____

21. CLIENT REFERENCES: List the business names, address, telephone number and name of a contact person for three clients.

- a. _____
(Business Name) _____ (Address) _____ (City) _____ (State) _____ (Zip) _____ (Zip+4)

Telephone Number (_____) _____ - _____ X _____
(Contact Name - Last Name, First Name & Middle Initial)
b. _____
(Business Name) _____ (Address) _____ (City) _____ (State) _____ (Zip) _____ (Zip+4)

Telephone Number (_____) _____ - _____ X _____
(Contact Name - Last Name, First Name & Middle Initial)
c. _____
(Business Name) _____ (Address) _____ (City) _____ (State) _____ (Zip) _____ (Zip+4)

Telephone Number (_____) _____ - _____ X _____
(Contact Name - Last Name, First Name & Middle Initial)

22. Please enter any specific products, goods or services you desire to provide to the State of Tennessee (refer to instructions - Accessing Products and Service Codes) _____

SECTION III: COMPANY OWNERSHIP AND MANAGEMENT CONTROL

Please provide the following information to claim status as a minority or a woman-owned or small business enterprise.

23.

- a. Does the applicant's business have any subsidiaries or affiliates or is it a subsidiary or affiliate of another concern? ☐ Yes ☐ No
If yes, provide the name, address and telephone number of the subsidiary, affiliate or parent. Also, describe the relationship of the applicant company to the subsidiary, affiliate or parent. Use a separate sheet of paper.
- b. Does the applicant's business concern or any person listed as owners, partners or officers of your company have or intend to enter into any type of agreement with any other concern or person which relates to or affects the on-going administration, management or operations of the applicant concern? ☐ Yes ☐ No (Such agreements include, but are not limited to management and joint venture agreements.) *If yes, attach a copy of any written agreement or an explanation of any oral or intended agreement.*
- c. Is the applicant's business concern involved in any present or pending lawsuit? ☐ Yes ☐ No *If yes, provide details on a separate sheet.*
- d. Is the applicant's business concern involved in a bankruptcy or insolvency proceeding? ☐ Yes ☐ No
- e. Have you ever been rejected for certification by any agency? ☐ Yes ☐ No
- f. What other current certification(s) does your company have? _____

24.

Are you a person with a disability? ☐ Yes ☐ No

Please mark only one box (either Minority, Women, or Small). Please refer to instructions.

☐ **Minority Business Enterprise**

Solely owned or at least 51% owned by a minority person or persons who control daily operations.

- ☐ African American
☐ Hispanic American
☐ Native American
☐ Asian American

☐ **Women Business Enterprise**

Solely owned or at least 51% owned by a female person or persons who control daily operations.

- ☐ Non-Minority
☐ African American
☐ Hispanic American
☐ Native American
☐ Asian American

☐ **Small Business Enterprise**

See Registration Instructions for Definition

- ☐ Non-Minority
☐ Female
☐ African American
☐ Hispanic American
☐ Native American
☐ Asian American

25. OWNER/PARTNER/OFFICER INFORMATION: *Please complete the following section for all owners, partners and officers. Attach additional pages if needed.*

	Gender	Minority	Citizen	Years	% of	Voting	No. of	Cost of	Type
<i>Name & Title</i>	(M/F)	(Race)	(Y/N)	Owned	Ownership	%	Shares	Shares	of Shares
_____	_____	_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____	_____	_____
_____	_____	_____	_____	_____	_____	_____	_____	_____	_____

SECTION IV: REQUIRED DOCUMENTATION FOR BUSINESSES CLAIMING STATUS AS A MINORITY OR WOMEN ENTERPRISE

Please submit two of the following documents to establish that the business meets the criteria for claiming status as a Minority or Women Business Enterprise. Please check below the type of documentation included with this form.

26. MINORITY OR FEMALE PERSONS WHO OWN AT LEAST 51% OF BUSINESS: *Please submit two of the following documents for each owner as required to substantiate status.*

- ☐ U.S. Birth Certificate ☐ U.S. Passport ☐ Driver License ☐ Tribal Card w/Number ☐ Permanent Resident Alien Registration

SECTION V: TECHNICAL ASSISTANCE:

Management and technical assistance may include referral to the state of Tennessee Department of Economic and Community Development (ECD). Consultation is available to individuals who are interested in starting a business, buying a business, or expanding an existing business. ECD consultants provide counseling to individuals regarding structuring financial plans, preparing loan applications, strategic planning, and guidance for writing business plans. Economic and Community Development maintains an extensive network of public and private sector financial institutions and business management resource agencies.

27. REQUESTED ASSISTANCE: *Please provide, in detail, an explanation of requested assistance on a separate sheet.*

- | | | |
|---|--|---|
| <input type="checkbox"/> Business Start-up assistance | <input type="checkbox"/> Working capital | <input type="checkbox"/> Developing a business plan |
| <input type="checkbox"/> Buying a business | <input type="checkbox"/> Counseling | <input type="checkbox"/> Expanding an existing business |

28. SOLICITATION NOTIFICATIONS:

The state of Tennessee would prefer to email solicitation notifications. If this is acceptable, please provide your email address. _____

If you do not provide an email address, you will receive your solicitation via the United States Postal Service.

(Email address)

29. DISCLOSURE:

Are any employees of this firm current employees of the state of Tennessee or former employees of the state of Tennessee (within the last six months)?

- ☐ Yes ☐ No

If so, please attach a list of these employees, to include name, social security number and position within your firm including ownership and interest.

NOTE: All vendors must comply with TCA 12-4-103 "Bidding by State Employees Prohibited." It is hereby declared unlawful for any state official or employee to bid on, sell, or offer for sale, any merchandise, equipment or material, or similar commodity, to the State of Tennessee during tenure of such official's or employee's office or employment, or for six (6) months thereafter, or to have any interest in the selling of the same to the state.

30. AFFIRMATION:

The undersigned acknowledges that all submitted information and documentation will become the property of the state of Tennessee. The undersigned also affirms that he/she is a legal citizen of the United States or Permanent Resident Alien and that the information given above is true, accurate and includes pertinent information necessary to identify and explain the operations of _____ to the best of my knowledge and is in no way misleading.

(Business Name or Business Name DBA, if sole proprietor)

Should any data change in the future, I will ensure that correct information will immediately be sent in writing to the Tennessee Department of General Services.

(Type or Print Name of Principal Owner)

(Signature of Principal Owner)

(Date)

T.C.A. Section 4-21-904 Discrimination by funded programs prohibited. - It is a discriminatory practice for any state agency receiving federal funds making it subject to Title VI to the Civil Rights Act of 1964, or for any person receiving such federal funds from a state agency, to exclude a person from participation in, deny benefits to a person, or to subject a person to discrimination under any program or activity receiving such funds, on the basis of race, color, or national origin. The Department of General Services, state of Tennessee, does not discriminate on the basis of disability in the admission or access to, or treatment or employment in its program or activities and is in compliance with ADA (Americans with Disabilities Act of 1990) 42 U.S.C. 12101.

31. EMERGENCY INFORMATION: *Optional*

In the event of a natural disaster, please provide an after-hour emergency phone number if you would like to be contacted for goods/services.

Contact Person

(_____) _____ - _____
Telephone Number



**STATE OF TENNESSEE
DEPARTMENT OF SAFETY**

Tow/Storage Rates Disclosure

Name of Towing Service: _____

County: _____

The following is a current listing of tow/storage rates charged by this company:

Class	Winching Per Hour	Loaded Out of Zone/Per Mile	Daily Storage	Maximum Flat-Rate In-Zone Towing	Loading/Unloading Per-Hour/Per Employee

List other services performed and fees for those services below:

I hereby certify and attest the figures listed above are true and correct:

Signature of Owner

Date

*Use additional sheets if necessary



STATE OF TENNESSEE
DEPARTMENT OF SAFETY

Towing List Removal

The following information is being submitted for removal from the Tennessee Highway Patrol (THP) Rotating Schedule Towing List:

NAME OF TOWING SERVICE: _____

Address: _____ Company Phone Number: _____

Name of Owner: _____ D.L. Number: _____

Address: _____ Home Phone Number: _____

☐ Please remove the company listed above from the THP Rotating Schedule Towing List.

☐ Please remove each Tow Truck Class checked below from the THP Rotating Schedule Towing List.

TOW TRUCK CLASS	
Class A	<input type="checkbox"/>
Class B	<input type="checkbox"/>
Class C	<input type="checkbox"/>
Class D	<input type="checkbox"/>

☐ Please remove the tow truck(s) listed below from the THP Rotating Schedule Towing List.

CLASS	YEAR	MAKE	PLATE NUMBER	VIN
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				

Signature of Owner

Date

*Use additional sheets if necessary

TENNESSEE DEPARTMENT OF SAFETY
Facilities and Equipment Inspection Report

COMPANY NAME: _____ OWNERS NAME: _____
ADDRESS: _____
TELEPHONE: _____ Day _____ Night _____
DATE OF INSPECTION: _____ DISTRICT: _____ COUNTY: _____

PRE-INSPECTION REQUIREMENTS

Towing Service Application On File	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Driver/Owner Requirements Satisfied	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Insurance Requirements Satisfied and Certificates on File	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Copy of Tow/Storage Rates On File	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Company Information Disclosure Form On File	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Vendor Bid Registration Form (TOPS) On File	<input type="checkbox"/> Yes	<input type="checkbox"/> No

Until all of the above are satisfied, inspection of facility and equipment cannot be completed. Once satisfied, the pre-inspection requirement sections need not be completed again, regardless of number of wreckers to be inspected.

FACILITY/STORAGE REQUIREMENTS

To be completed only after all pre-inspection requirements are satisfied.

Storage Area Sufficient	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Driver License File Of Employees Current	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Current Tow/Storage Rates Posted	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Staffed 8 a.m. to 5 p.m.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Chronological Listing Of Vehicles Towed and	<input type="checkbox"/> Yes	<input type="checkbox"/> No	Facility Requirements Satisfied	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Charges Billed Current	<input type="checkbox"/> Yes	<input type="checkbox"/> No			

If no to above, explain: _____

*Until all facility/storage requirements are satisfied, equipment inspection cannot be completed. Again, the facility/storage requirements section needs to be completed only once.

TOW TRUCK EQUIPMENT INSPECTION (SEPARATE FORM TO BE COMPLETED FOR EACH TOW TRUCK INSPECTED)							
INTER/INTRA PERMIT #	CLASS	MAKE	YEAR	VIN	PLATE	WRECKER DECAL #	EXP. DATE

COMPLETE FOR ALL CLASSES			COMPLETE FOR CLASS A ONLY			COMPLETE FOR CLASS C ONLY		
EQUIPMENT	SAT	UNSAT	EQUIPMENT	SAT	UNSAT	EQUIPMENT	SAT	UNSAT
Amber Colored Light			Chassis 1 Ton			Chassis 3 ½ Tons		
Axe			14,000 GVWR			35,000 GVWR		
Bolt Cutters			Broom/Power Winch			Boom/Power Winch		
Company Name, & Address (3 Inch Letters)			Specifications 4 Ton			Specifications:		
Cradle Tow Plate or Tow Sling			Cable 100' 3/8 inch			<input type="checkbox"/> Single 25 Tons		
Fire Extinguisher			Dollies (if applicable)			<input type="checkbox"/> Double 12 ½ Tons		
20 lb. A.B.C. (UL) or (2) 10 lb.			Wheel Lift (if applicable)			Cable 200' 9/16 inch		
Reflectors						Air Brakes (lock)		
Flood Lights						Tandem Drive Axle		
Fluid Absorption Compound (50 lbs.)			COMPLETE FOR CLASS B ONLY			COMPLETE FOR CLASS D ONLY		
Heavy-Duty Push Broom			EQUIPMENT	SAT	UNSAT	EQUIPMENT	SAT	UNSAT
Pinchbar, Prybar, Crowbar			Chassis 1½ Tons			Chassis 1 Ton		
Portable Light Bar			26,000 GVWR			14,000 GVWR		
Safety Chains			Boom/Power Winch			Lift Cylinder(s)		
Safety Restraint Straps			Specifications:			<input type="checkbox"/> Single 5 ½ inch Bore		
Shovel			<input type="checkbox"/> Single 16 Tons			<input type="checkbox"/> Double 3 inch Bore each		
			<input type="checkbox"/> Double 8 Tons			Power Winch 4 Tons		
			Cable 200' 7/16 inch			Cable 50' 5/16 inch		
						Two (2) Safety Chains		
						For securing vehicle to bed		
						Carrier Bed 16' length		
						84" Inside Width		
						Cab Protector 4' above bed		

TOW TRUCK/EQUIPMENT REQUIREMENTS

To be completed only after pre-inspection, and facility storage requirements have been satisfied. Unlike the other two (2) sections, this section is to be completed for each tow truck inspected.

Does tow truck/equipment ☐ Pass ☐ Fail Driver/Vehicle Inspection Report # _____
If failed, explain _____
If passed and qualified, CVSA Decal # _____

Pursuant to the policies, procedures and regulations established by the Tennessee Department of Safety, this towing company has been inspected and satisfies all minimum requirements set forth.

Signature of Inspector

Date

Signature of Owner

Date

I approve that this towing company shall be used on the Tennessee Highway Patrol Call List and that the Communication Section has been notified.

Signature of District Captain

Date



TENNESSEE DEPARTMENT OF SAFETY
ISSUANCE/RECEIPT/RETURN/DESTRUCTION OF COMMERCIAL VEHICLE
SAFETY ALLIANCE (CVSA) DECALS AND/OR WRECKER INSPECTION DECALS

TYPE OF TRANSACTION:

Issuance/Receipt of	<input type="checkbox"/> CVSA Decals	<input type="checkbox"/> Wrecker Inspection Decals
Return/Receipt of	<input type="checkbox"/> CVSA Decals	<input type="checkbox"/> Wrecker Inspection Decals
Destruction of	<input type="checkbox"/> CVSA Decals	<input type="checkbox"/> Wrecker Inspection Decals

Complete this Section if CVSA Decals were Issued, Returned, or Destroyed.

☐ ISSUED ☐ RETURNED ☐ DESTROYED

Decals Issued/Returned/Destroyed are for the _____ Quarter of Year _____
Decals are numbered from _____ through _____
Total number of Decals Issued/Returned/Destroyed _____
Date Issued/Returned/Destroyed: _____
Issued/Returned by whom? _____
Issued/Returned to whom? _____

Complete this Section if Wrecker Inspection Decals were Issued, Returned, or Destroyed.

☐ ISSUED ☐ RETURNED ☐ DESTROYED

Class A (Yellow)	Beginning Number _____	through Ending Number _____
Class B (Blue)	Beginning Number _____	through Ending Number _____
Class C (Red)	Beginning Number _____	through Ending Number _____
Class D (Green)	Beginning Number _____	through Ending Number _____

Total number of Decals Issued/Returned/Destroyed _____
Date Issued/Returned/Destroyed: _____
Issued/Returned by whom? _____
Issued/Returned to whom? _____

Signature of Person Issuing/Returning/Destroying Decals	Date
---	------

Signature of Witness of Person Destroying Decals	Date
--	------

Signature of Person Receiving Decals	Date
--------------------------------------	------

For CVSA Decals, fax to: Commercial Vehicle Operations Administration at (615) 253-2278.

For Wrecker Inspection Decals, fax to: Research, Planning and Development at (615) 253-2096 or e-mail to Planning.Safety@state.tn.us.



TENNESSEE DEPARTMENT OF SAFETY

RELEASE OF VEHICLE HOLD ORDER

In reference to case number: _____

I _____, acting as an
(Print Rank and Name)

Officer with authority from the Tennessee Highway Patrol, do hereby authorize the release of a

_____ bearing license plate _____
(Year) (Make) (Model) (State) (Plate Number)

and VIN Number _____ from

(Towing Company Name)

In so doing, the above named Towing Company is authorized to exercise all legal rights entitled under Tennessee Law to seek payment for charges incurred as a result of services rendered.

Signature of DOS Officer

Date

Signature of Towing Company Official

Date

Original to Towing Company

Copy to DOS Officer to be Placed in the Trooper's File that Originally Placed the Hold on the Vehicle